ITCD

RSA SecurID Token
Frequently Asked Questions (FAQs)
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Contents

What is an RSA SecurID Token?

A SecurID Token is a portable device with two-factor authentication allowing users access to HQ resources from outside locations.

Why do I need a SecurID Token?

The following situations may require use of a [SecurID token](#):

- Remote connectivity using SNA

- Accessing data stored on HQ shared file servers, internal Web sites, and your home folder, from a non-NASA issued computer using SNA.

- Remote connectivity on a NASA-issued Macintosh computer using the VPN.

Does my SecurID token expire?

Yes. The actual SecurID token device has an expiration date. You will find the expiration date (mm/dd/yy) in small print on the back of your token. You will receive an automated e-mail message prior to your token expiring, advising you on the procedure for receiving a new token.

Does my SecurID token PIN expire?

No. SecurID token PINs do not expire

What are the SecurID PIN Requirements?

SecurID tokens must meet the following requirements:

- SecurID token PINs must contain EXACTLY 8 alpha-numeric characters

- SecurID token PINs must not include special characters (e.g., @, $, %, ! etc.)

- The SecurID token PIN is not case sensitive

- Tokens are disabled after 5 incorrect PIN attempts

If your current SecurID token PIN is not exactly 8 alpha-numeric characters (contains letters and numbers), you will be required to change your PIN. Your token will not be functional until you choose a PIN that complies with the requirements.

What is required to log in to the RSA SecurID Web site?

- Internet access from a Web browser with cookies enabled: Open an Explorer window | **Tools** | Select **Internet Options** | **Privacy** tab | Click **Advanced**

- A current, valid SecurID Token

- Your username (e.g., jdoe)

- Your eight-digit alpha-numeric SecurID PIN

How can I access HQ systems remotely?

HQ users have several options for remote access, although not all require a SecurID Token:

- Secure Nomadic Access (SNA) requires a SecurID Token.
- Virtual Private Network (VPN) requires a SecurID Token (or smartcard) and a NASA-issued laptop.

For detailed information concerning each of these methods, see the User's Guide to Remote Access. See also How do I use my SecurID Token to log in to Secure Nomadic Access (SNA)?

Does Outlook Web Access (OWA) require a SecurID token?

No. Outlook Web Access (OWA) does not require a SecurID token. The address is http://webmail.nasa.gov.

How do I use my SecurID Token to log in to SNA?

To use your SecurID token to log in to Secure Nomadic Access (SNA), follow these steps:

1. Type the following address in your Web browser: https://sna.hq.nasa.gov.

   Since this is a secure site, the URL address begins with "http**s**"

2. In the **Username** field, enter your username.

3. In the **Password** field, enter your eight-digit alpha-numeric SecurID PIN+6-digit number displayed on your token with no spaces.

4. Click **Sign In**.

   - Tokens are disabled after five incorrect PIN attempts.
   - You can use the SecurID token's currently displayed 6-digit number **only once** per session. To re-enter your PIN and token code to access other network resources, or to sign into SNA again, wait until the 6-digit number on the SecurID token changes.
   - If a blank Web page appears after entering your username and password, JavaScript is probably not enabled in the Web browser. JavaScript must be enabled (**Tools** | **Internet Options** | **Advanced** tab) for SNA to work.

Why am I am I being redirected for additional authentication?

In some instances, users must authenticate their identity:

- When attempting to log in to a NASA HQ application (Token NOT required)
- When attempting to log in to an RSA SecurID Web site (Token required)

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When Attempting to Log in to a NASA HQ Application

In the following situation, your token is NOT required:

When connecting to the NASA HQ network using SNA, and attempting to log in to certain NASA HQ applications, users are automatically redirected to the **SNA Authentication Required** window to authenticate their identity.

1. In the **Username:** text box, enter your username.

2. In the **Password:** text box, enter your password (your token is not required).

Once you are successfully logged in, you are again redirected back to the desired application.

When Attempting to Log in to an RSA SecurID Web Site

Other applications require you to authenticate your identity using your RSA token.

1. In the **Username:** text box, enter your username.

2. In the **Token:** text box, enter your eight-digit alpha-numeric SecurID PIN plus the six digits that appear on your token (with no spaces).

    Once you are successfully logged in, you are again redirected back to the desired application.

Although a user logs into the RSA SecurID Web site (https://agencytokens.nasa.gov/) directly to perform a function related only to RSA (i.e., to reset his or her PIN), the user will also be required to provide their RSA credentials to any NASA HQ applications utilizing RSA authentication. Authenticating to https://agencytokens.nasa.gov does not permit access to other NASA HQ applications. Users must log in to the NASA HQ application directly.

What are some reasons why I would reset my SecurID Token PIN?

You may have to reset your SecurID Token PIN if:

- Your SecurID Token PIN becomes disabled because you exceeded the five tries for logging in with your PIN.
- You can't remember your SecurID Token PIN.
- Your SecurID Token PIN does not meet the latest requirements.

If your SecurID token is not placed in "New PIN mode" first, you will not be able to reset your PIN from the RSA SecurID Web site.

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How do I reset my SecurID Token PIN?

1. Contact the [Enterprise Service Desk (ESD)](#) and request that your SecurID token be placed in "New PIN" mode. Only after this occurs will you be able to reset your PIN from the RSA SecurID Web site.

2. Open a Web browser and go to https://agencytokens.nasa.gov/

3. In the **User ID**: field, enter your username.

4. In the **Passcode:** field, enter the 6-digit number displayed on your SecurID token.

    > Ignore the instructions under the text box that say, "Your Passcode is your PIN + the number displayed on your token (the Token code)." These instructions are specific to logging in with a PIN that you do not intend to reset.
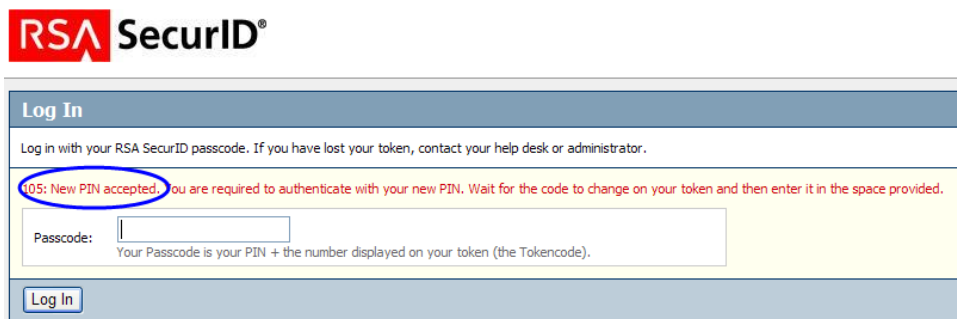
5. Click **Log In**.

    > Do **not** press the Enter key on your keyboard.

6. Create a new PIN. It must conform to the following:

    *   SecurID token PINs must have EXACTLY 8 alpha-numeric characters (both letters and numbers).
    *   SecurID token PINs cannot contain special characters such as: ! @ # % ^ & *
    *   SecurID token PINs are not case sensitive.

7. In both the **New PIN:** and **Confirm New PIN:** fields, enter the new eight-digit alpha-numeric SecurID PIN | Click **OK**.

    > Do **not** press the Enter key on your keyboard.

    A verification screen appears confirming that your new PIN is accepted

8. In the **Passcode** field, enter your newly created eight-digit alpha-numeric SecurID PIN + the next 6-digit number to display on your token, with no spaces in between them.
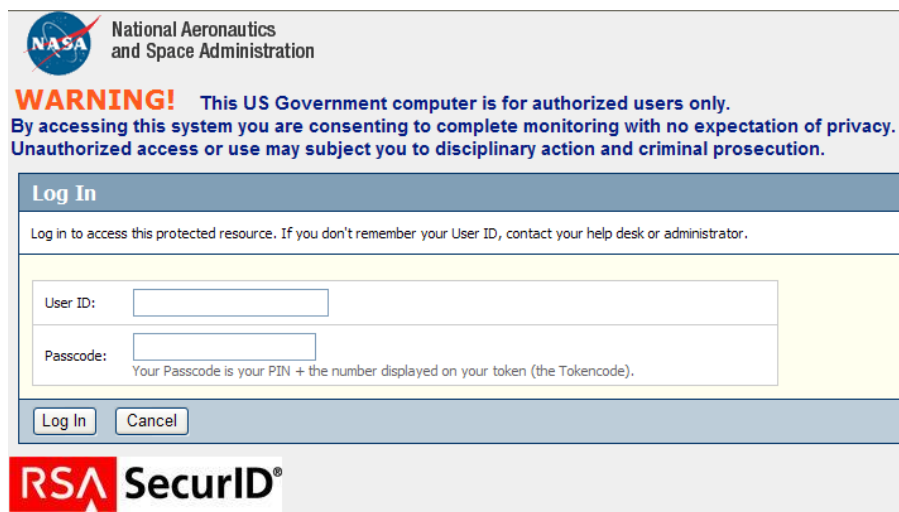

    *   Always wait for the next set of 6-digit numbers to change before entering.
    *   This is how you will use your token in the future.

9. Click **Log In**.

- A brief message appears saying, "Authentication Successful."
- If you encounter a "Page could not be displayed" message, this is OK. Your PIN is still set. Your token is ready to be used.
- A warning message appears as shown below.

10. Test the success of your PIN by logging in to this screen, or by logging in to Secure Nomadic Access (SNA).

Now that your PIN is reset, all future use of your token requires the following:
- Your username (e.g., jdoe)

- 8-digit alpha-numeric SecurID PIN + the next six digits that display on your token (with no spaces)

Tokens are disabled after five incorrect PIN attempts.

What if I forget my SecurID Token PIN?

For security reasons, your SecurID token becomes disabled after you enter your SecurID token PIN incorrectly 5 times. If your SecurID token becomes disabled, contact the Enterprise Service Desk (ESD) and they will open a ticket. You will be contacted by an Account Administrator who will verify your identity and then place you in "new PIN" mode. You will receive an e-mail with instructions to log in to the RSA SecurID Web site for setting your PIN. Temporary codes are issued only during business hours (Monday through Friday, 6 a.m. to 6 p.m.).

I forgot my Token and I am on travel. Now what?

If you forget your token, it is possible to obtain a temporary code while working from home or on travel. Contact the Enterprise Service Desk (ESD) to begin this process. Temporary codes are only issued during business hours (Monday through Friday, 6 a.m. to 6 p.m.).

What if I lose my SecurID Token?

If you lose your SecurID token, follow these steps:

1. Open a ticket with the Security Operations Center (SOC) by contacting the Enterprise Service Desk (ESD).
2. Resubmit an IdMAX/NAMS request to modify the existing.

   Once approved and provisioned, you will receive an e-mail with further instructions

3. Complete NASA Form (NF) 598 per the instructions on your e-mail notification.

> If you have an immediate need for a SecurID Token, you may request a temporary token code which can be obtained quickly. Replacing your permanent SecurID Token may take longer.

How do I get a replacement SecurID Token?

A SecurID Token is issued to all new HQ users as part of their standard accounts. A new token may be needed for various reasons. Follow the steps that correspond to your situation:

Situation	Process
New token needed	To order a new replacement token for an employee, submit an IdMAX/NAMS request.
Token about to expire	Prior to the expiration date, ACES initiates contact with users via IT Notice to arrange a token exchange via IT Notice.
Token already expired	Once you have verified that your token is past the expiration date: 1. Submit an IdMAX/NAMS request for a new token--**Agency RSA SecurID Token (new version)**--using the keyword "Agency RSA." 2. When you are contacted to retrieve the replacement, bring the expired token with you.
Lost / Stolen / Damaged token	1. To begin the process of replacing your lost, stolen, or damaged token, contact the Enterprise Service Desk (ESD) and provide them with details. The ESD will open a ticket with the Security Operations Center (SOC) if the token is lost or stolen. 2. Resubmit an IdMAX/NAMS request to modify the existing request. 3. Once approved and provisioned, you will receive an e-mail with further instructions. 4. Complete page one of NASA Form (NF) NHQ Form 598 per the instructions on your e-mail notification.

How do I turn in a token?

There may be certain situations where a token is no longer needed and a user must turn it in. For example, a user may retire, resign, or have a job description that does not require the use of a token. All Headquarters employees may turn in their RSA SecurID tokens to the ACES Loaner Pool staff in room 4J65.

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Where can I get personal assistance with my SecurID Token?

If you need assistance using your SecurID token, schedule an appointment with the HITSS Customer Support Team: 358-0650 csat@hq.nasa.gov.

For assistance, contact the Enterprise Service Desk (ESD): Submit a ticket online at esd.nasa.gov, or call 358-HELP (4357) or 1-866-4NASAHQ (462-7247).

This document is posted on the ITCD Web site at:
http://itcd.hq.nasa.gov/faqs.html

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